



#17 -Victoria Regional Transit System Operations Update

June 17, 2025



Victoria Conventional System Performance February 1 to May 15th, 2025

Scheduled Service Delivered: 99.4% (target 99.5%)

- 230,150 total hours delivered
- 98.8% for the same period last year
- 225,073 total hours delivered for the same period last year

On Time Performance: 70.0% (target 72.5%)

- 8.2% Early Departures
- 21.8% Late Departures

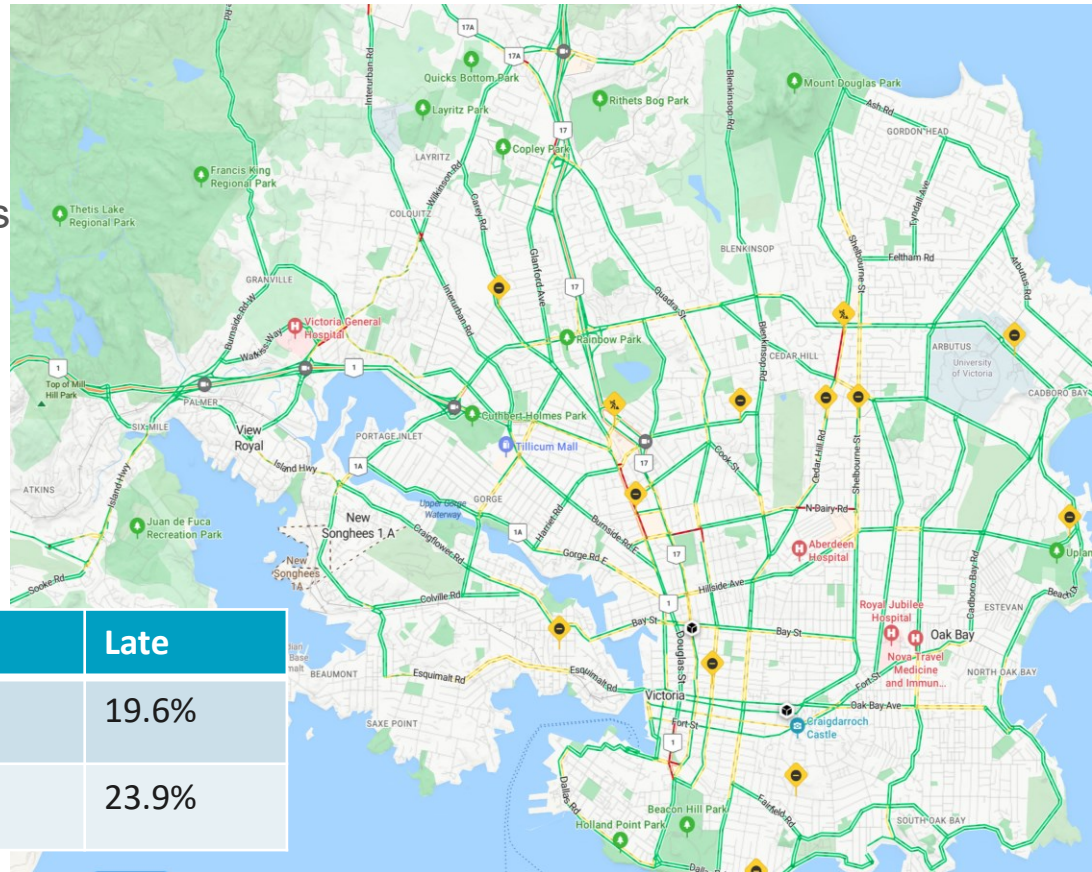
Pass-Ups Events: ~ 425 events impacting 7,527 customers impacted

- 469 events, 9,371 customers impacted for the previous year
- 1,264 hours additional flex service was dispatched on the routes 70/72, 27/28, 4 and 95.
 - 13,565 passengers benefited from the added service.

On Time Performance - February 1st – May 15th, 2025

70% On Time, 8.1% Early, 21.8% Late. (Target 72.5%)

- Starting the second week of April saw a rise in late departures, driven by:
 - Citywide construction activity
 - Heavier than usual traffic conditions across the city
- Impact was not limited to any one municipality
- Slight drop in On Time Performance
- Late Departures increased by over 4%



Period	On Time	Early	Late
Feb 1 – Mar 31,2025	70.3%	10%	19.6%
Apr 1 – May 15,2025	69.7%	6.3%	23.9%

Victoria Custom (handyDART) Performance Q4

